

# IBMhq Test Case Execution Report

**Test Case Name:**Send Response - 1

**Requirement Name:** CX

**Execution Start Time:**2020-08-10 22-00-54

TOTAL STEPS	STEPS PASSED	STEPS FAILED	OVERALL STATUS	DEFECT LIST
24	24	0	Pass	NA

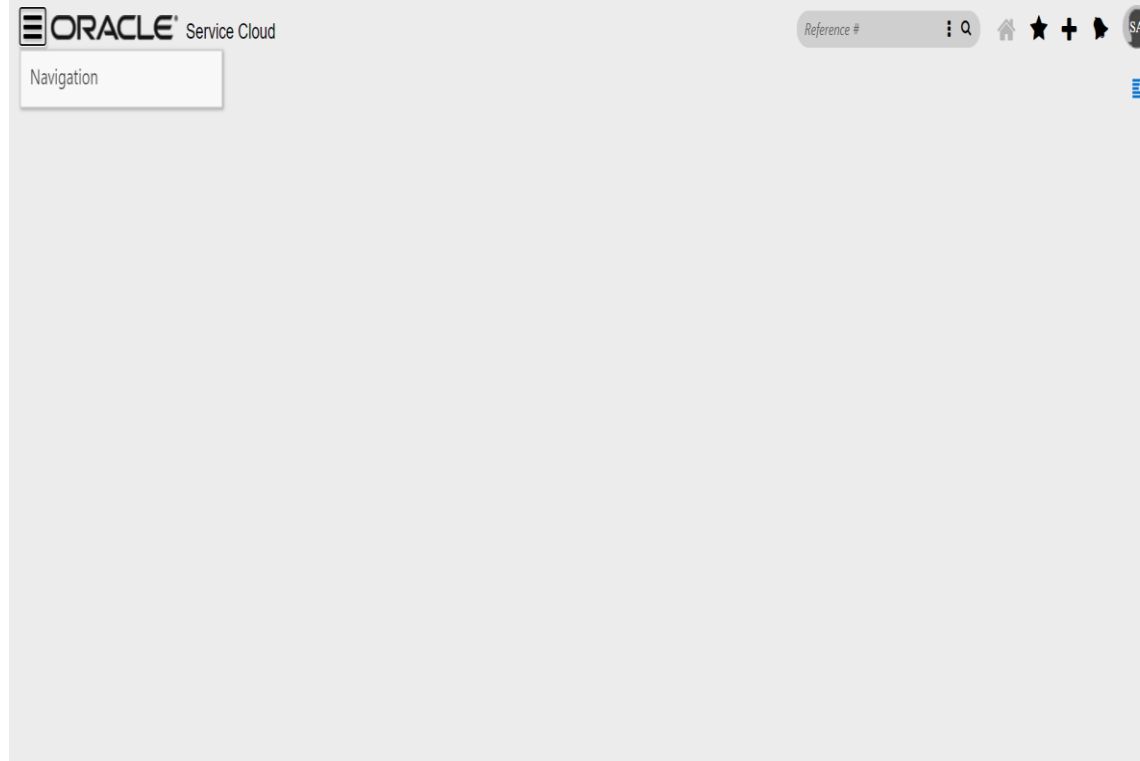
Step No:1

Step Description: Click on Navigation Menu

Expected Result: Click on Navigation Menu

Actual Result: The Element: ClickIncidentsMenu is clicked

Status: Pass



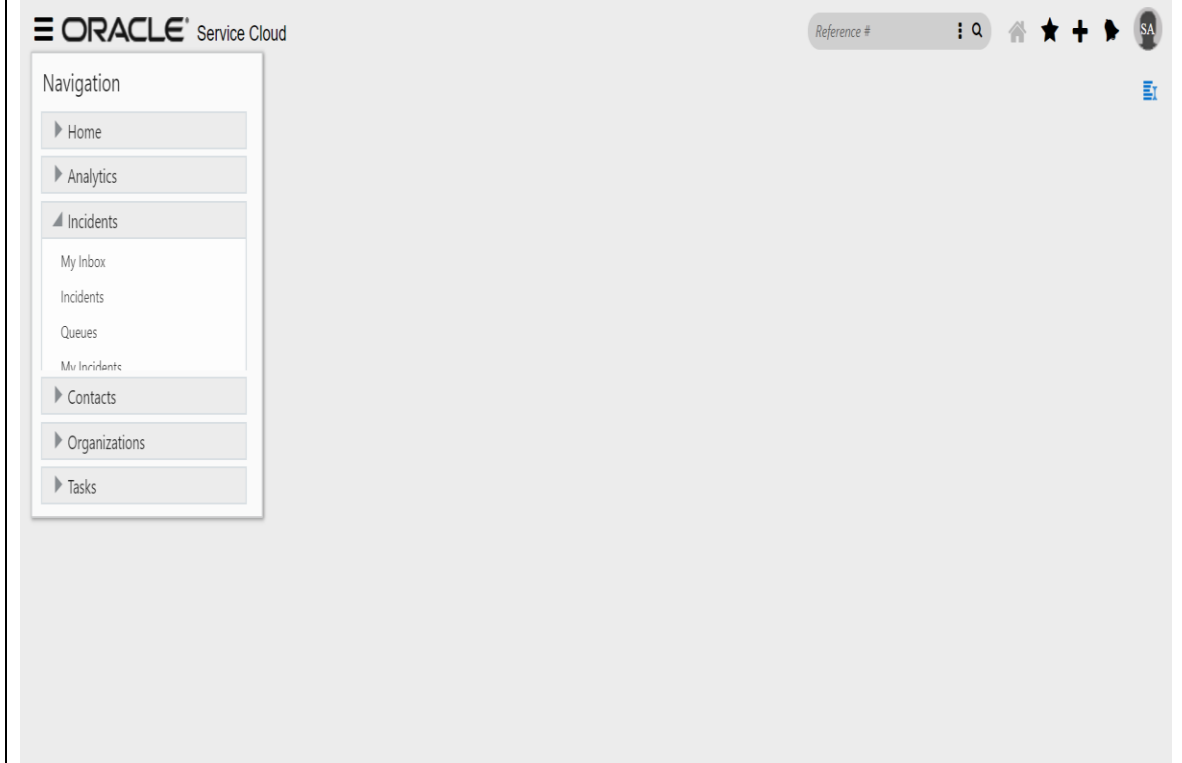
Step No:2

Step Description: Click on Incidents

Expected Result: Click on Incidents

Actual Result: The Element: IncidentsMain is clicked

Status: Pass



Step No:3

Step Description: Click on Search

Expected Result: Search the incident

Actual Result: The Element: ClickSearch is clicked

Status: Pass



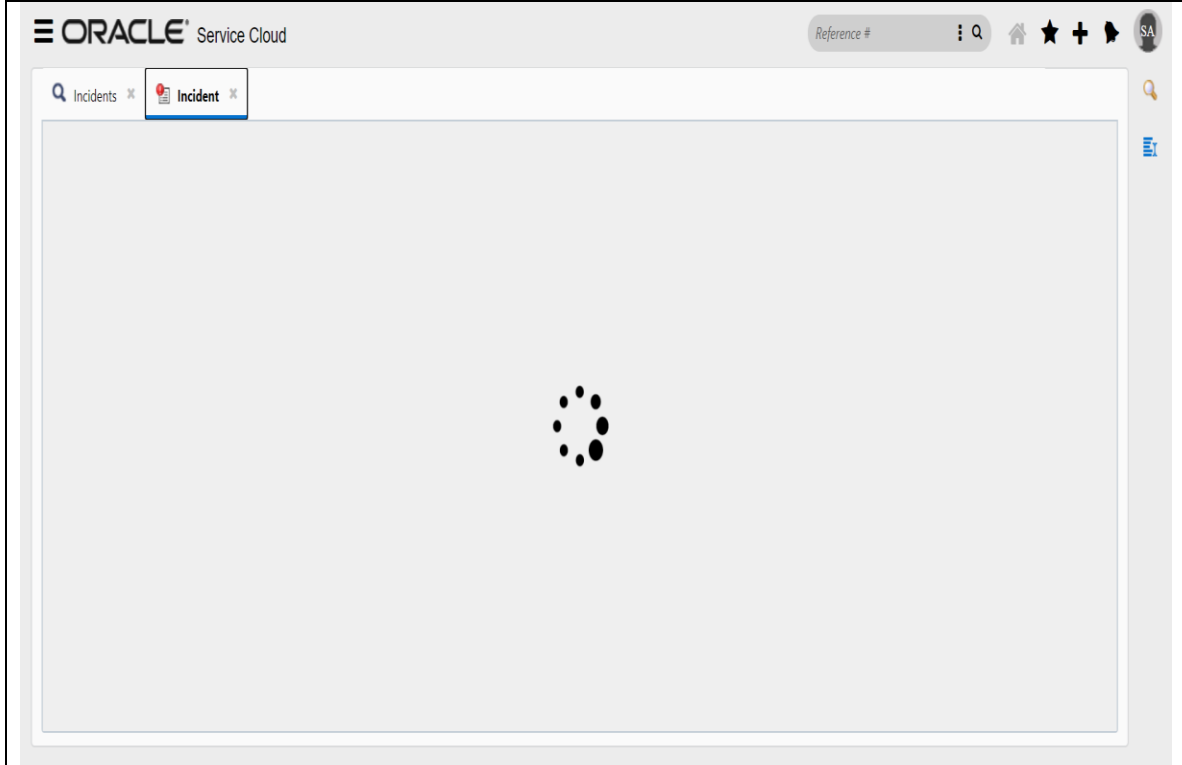
Step No:4

Step Description: Double click and open the first Record

Expected Result: First Record to be opened

Actual Result: The Element: OpenRecord is double clicked

Status: Pass



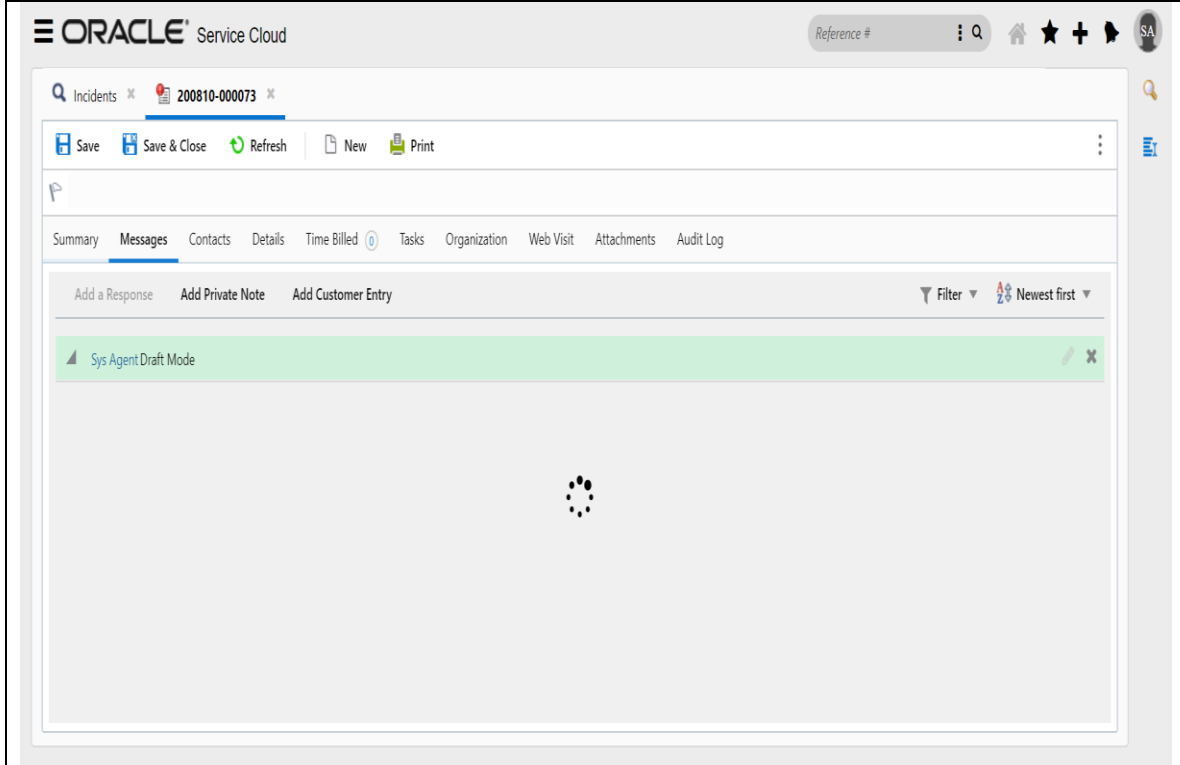
Step No:5

Step Description: ClickMessages

Expected Result: ClickMessages

Actual Result: The Element: ClickMessages is clicked

Status: Pass



Step No:6

Step Description: In the message area, write response text

Expected Result: Enter Response Text

Actual Result: The Element: SetResponse is set with text: We are working on your issue and we will get back to you.

Status: Pass

The screenshot displays the Oracle Service Cloud interface. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar with 'Reference #' and a magnifying glass icon is on the right. Below the header, a tab labeled 'Incidents' is active, showing a list of incidents with a red dot next to '200810-000073'. A toolbar with icons for 'Save', 'Save & Close', 'Refresh', 'New', and 'Print' is present. The main content area has a tabbed interface with 'Messages' selected. Below the tabs, there are buttons for 'Add a Response', 'Add Private Note', and 'Add Customer Entry'. A 'Filter' dropdown and a 'Newest first' sort option are also visible. The message draft is in 'Draft Mode' and is addressed to 'abhi552@gmail.com'. The 'To', 'Cc', and 'Bcc' fields are shown. A rich text editor toolbar with various formatting options (bold, italic, underline, strikethrough, text color, background color, bulleted list, numbered list, link, unlink, insert image, insert video, insert audio, insert code, insert table, insert link, insert unlink, insert image alt, insert image alt2, insert image alt3) is located above the text area. The text area contains the draft response: 'We are working on your issue and we will get back to you.'

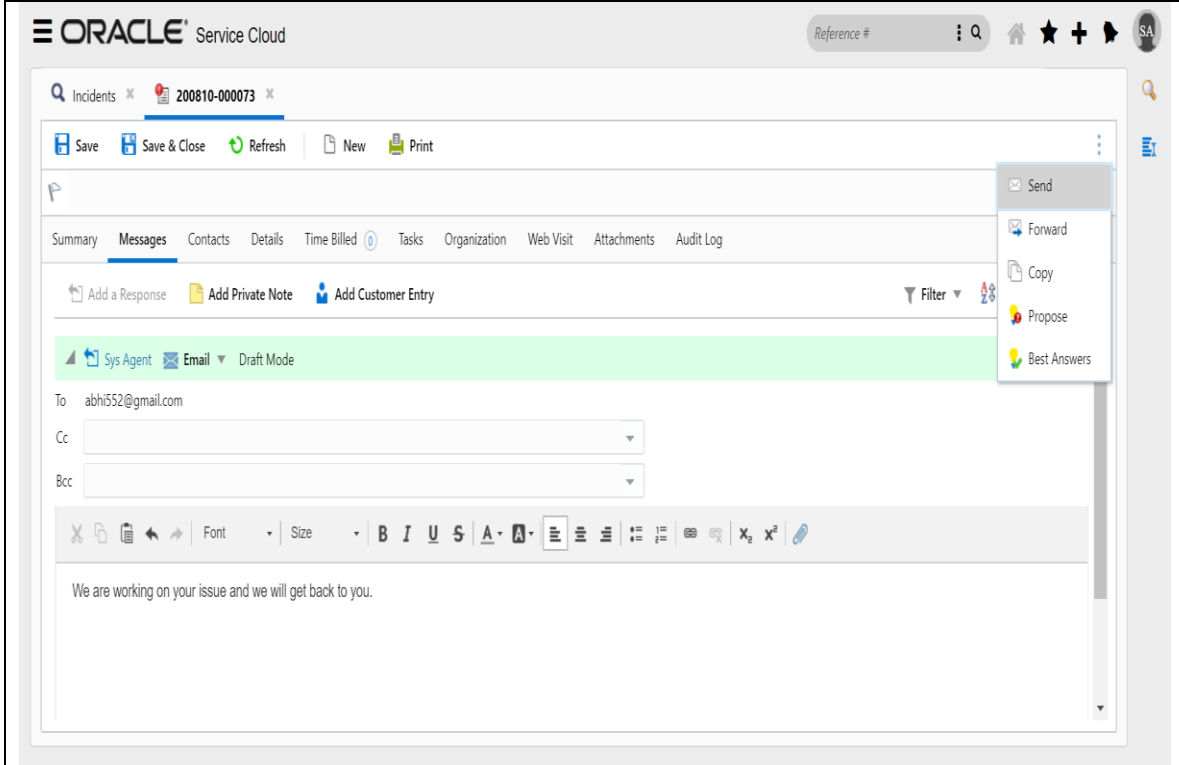
Step No:7

Step Description: Click on Menu

Expected Result: Click on Menu

Actual Result: The Element: ClickMenu2 is clicked

Status: Pass



Step No:8

Step Description: Click Send option

Expected Result: Click Send option

Actual Result: The Element: ClickSend is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud interface for an incident response. The top header shows the Oracle logo and 'Service Cloud' text. A search bar contains 'Reference #' and a magnifying glass icon. The main content area is titled 'Incidents' with a sub-header '200810-000073'. Below this, there are tabs for 'Summary', 'Messages', 'Contacts', 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log'. The 'Messages' tab is active, showing a list of messages. The first message is from 'Sys Agent' with the subject 'Email' and is in 'Draft Mode'. The message body contains the text 'We are working on your issue and we will get back to you.' The interface includes a rich text editor with various formatting options like bold, italic, underline, and link. The bottom of the screen shows a sidebar with navigation icons.



Step No:9

Step Description: HardWait Time

Expected Result: HardWait Time

Actual Result: The browser had waited (hard wait) for: 20 seconds

Status: Pass

The screenshot displays the Oracle Service Cloud user interface. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar contains 'Reference #'. The main content area shows an incident record for '200810-000073'. The incident is titled 'Incidents' and has a status of 'Open'. The record includes a 'Summary' tab and a 'Messages' tab. The 'Messages' tab is active, showing a message from 'Sys Agent' dated '08/10/2020 10:01 PM' with the text 'We are working on your issue and we will get back to you.' The interface also features a sidebar with navigation icons and a top bar with user profile and search options.

Step No:10

Step Description: Waittime

Expected Result: Waittime

Actual Result: The browser had waited (hard wait) for: 2 seconds

Status: Pass

 **ORACLE** Service Cloud

Reference #

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